

Reminder! ProviderOne Readiness Activities and Upcoming Changes

The Department of Social and Health Services (DSHS) will implement the next phase of the ProviderOne payment system early next year.



All dental providers who submit claims to DSHS should prepare *now* for this next phase of implementation to ensure they avoid interruption of DSHS payments and service to customers. Read the most recent ProviderOne update for details at <http://hrsa.dshs.wa.gov/providerone/providers.htm>. While preparing for ProviderOne may take some time now, DSHS expects the system, once implemented, to be very efficient. And if you use WAMedWeb now, you'll be happy to hear that ProviderOne will be very similar.

DSHS has developed a few tools to help you get ready.

- **The Short-Cut Guide to Getting Ready for ProviderOne** (<http://hrsa.dshs.wa.gov/providerone/documentation/6-step%20guide%20to%20post.pdf>)
- **System training** (visit <http://hrsa.dshs.wa.gov/providerone/SystemTraining.htm> for details). For dental providers, we recommend the Essentials, Eligibility, and Dental Claims webinars.
- **ProviderOne fact sheets** (<http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm>). You may want to pay special attention to *Using Taxonomy in ProviderOne*.

With the implementation of ProviderOne come a couple of changes you need to be aware of:

- DSHS will no longer mail remittance advices (RAs). You will be able to view, download and print RAs from ProviderOne, but must complete security activities first.
- A new Client Services Card will replace the paper Medical Assistance ID card (also called the MAID or medical coupon). Read more about this at <http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm> (see *Client Services Card Will Replace MAID and Options for Verifying Client Eligibility*).

If you have questions, please use the contact information below. Email is usually fastest, especially if you include key information in the subject line, such as the issue you need help with (i.e., "locked out"), your provider ID, NPI or tax ID.

- **Security** questions and login issues: provideronesecurity@dshs.wa.gov [1-800-562-3022 select option 2,4,1]
- **Registration** process, change an NPI or Tax ID number: providerenrollment@dshs.wa.gov [1-800-562-3022 select option 2,4,2]
- **HIPAA EDI Gateway**, setting up SFTP, or missing/bad 997 file: 1-800-562-3022 select option 2,4,3
- **HIPAA testing** issues: hipaa-help@dshs.wa.gov [1-800-562-3022 select option 2,4,4]
- **ProviderOne general questions**: providerone@dshs.wa.gov [1-800-562-3022 select option 2,4,wait]